



Docket No.: 8827.008.00 US
(PATENT)

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Patent Application of:
Earl D. COX

Confirmation No.: 8713

Application No.: 10/032,967

Group Art Unit: 2121

Filed: October 26, 2001

Examiner: Joseph P. Hirl

For: BEHAVIOR EXPERTS IN E-SERVICE
MANAGEMENT

Customer No.: 30827

AMENDMENT IN RESPONSE TO FINAL OFFICE ACTION

Mail Stop AF
Commissioner of Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Dear Sir:

In response to the Final Office Action dated October 1, 2004 (Paper No. 20040927),
please amend the above identified U.S. Patent application as follows:

Amendments to the Claims are reflected in the listing of claims, which begins on page 2 of
this paper.

Remarks begin on page 11 of this paper.